

Remarks

Claims 1-145 are pending. Claims 1-145 are rejected. Claims 1, 5-13, 14, 18-26, 27, 31-39, 40, 52-60, 61, 72-80, 81, 92-100, 101, 111-115, 116, 126-130, 131, and 141-145 are amended herein. Claims 3-4, 16-17, 29-30, 50-51, 70-71, 90-91, 109-110, 124-125, and 139-140 are cancelled herein. Inasmuch as the rejections apply to the claims as amended, Applicant respectfully traverses the rejection and request allowance of claims 1-145.

Claims 1-145 stand rejected under 35 U.S.C. § 102(e) over U.S. Patent 6,493,447 (Goss et al.).

Independent claims 1, 14, and 27 require identifying a web call center resource in response to receiving the call request message, wherein identifying the web call center resource is based upon information stored in a cookie or based upon information stored in a digital certificate. Independent claims 40, 61, and 81 require determining whether any web call center resource is available to handle the web call in response to receiving the call request message, wherein determining whether any web call center resource is available is based upon information stored in a cookie or based upon information stored in a digital certificate. Independent claims 101, 116, and 131 require identifying the web service application for the web call in response to the call request message, wherein identifying the web service application is based upon information stored in a cookie or based upon information stored in a digital certificate. Advantageously, the claims may be implemented in some embodiments to handle an incoming web call.

Goss does not disclose a cookie or digital certificate. Further, Goss does not disclose using a cookie or digital certificate to identify a web call center resource, determine whether any web call center resource is available, or identify a web service application.

Independent claims 1, 14, 27, 40, 61, 81, 101, 116, and 131 therefore include features that are neither taught nor suggested by Goss. Dependent claims 2, 5-13, 15, 18-26, 28, 31-39, 41-49, 52-60, 62-69, 72-80, 82-89, 92-100, 102-108, 111-115, 117-123, 126-130, 132-138, and 141-145 are allowable for the same reasons as independent claims 1, 14, 27, 40, 61, 81, 101, 116, and 131.

Applicants submit that there are numerous additional reasons in support of patentability, but that such reasons are moot in light of the above remarks and are omitted in the interests of brevity. Applicants respectfully request allowance of the pending claims.

Please feel free to call me to discuss the patentability of the pending claims.

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